rapidcount X 400 | X 500

Quick User Guide

rapidcount X 400

rapidcount X 500

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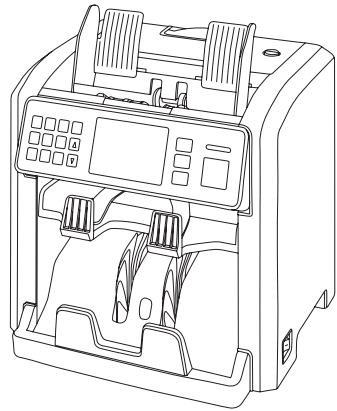
Introduction

Thank you for purchasing the rapidcount X 400/X 500, the newest mixed denomination bill counters from ratiotec.

Featuring dual-CIS image processing technology, the X 400/X 500's heavy-duty construction and comprehensive design provide the ideal solution for piece counting, mixed-denomination counting, counterfeit detection and serial number recording. To get the most out of your ratiotec rapidcount X 400/X 500 bill counter, we advise you read the entire quick user guide for best use and maintenance instructions.

Safety Precautions

When using the X 400/X 500, follow these basic safety precautions to reduce the risk of fire, electric shock, injury or damage to the device:

- Place the machine on a flat and stable surface
- Do not place the machine where it may be exposed to liquids or high humidity
- Do not place the machine in dusty or dirty environments
- Do not place the machine in direct sunlight, near heat sources or air conditioners
- Do not use the machine outdoors
- Only use the power cord provided
- Always connect the machine to a grounded outlet
- Always disconnect the power cord before performing maintenance
- When not in use for long periods of time, disconnect the power cord
- Never touch any moving parts when the machine is in operation
- Keep jewelry, long hair, ties and other objects away from moving parts while the machine is in operation
- To reduce the risk of electric shock, never disassemble the machine
- If service or repair work is required, contact a qualified technician

Package Contents

- X 400/X 500 banknote counter & sorter
- Bill guides
- Power cord
- User manual
- Spare fuse
- Cleaning brush
- Microfiber cleaning cloth
- CIS calibration card

Front View

1. Bill guides
2. Display
3. Control panel
4. Stacker
5. Hopper
6. Reject pocket (X 500 only)
7. Carrying handles
8. Power switch
9. USB port
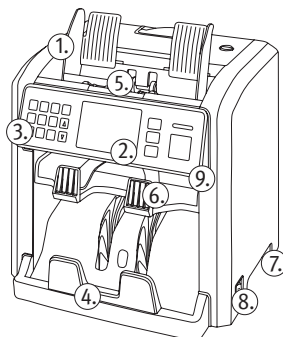
Rear View

1. Feed gap adjustment screw
2. Top panel release handle
3. Rear panel (X 500 only)
4. Power cable socket
5. Ventilation fan (X 500 only)
6. External display port
   (external display not included)
7. USB port
8. Printer port
   (RTP 300 report printer sold separately)
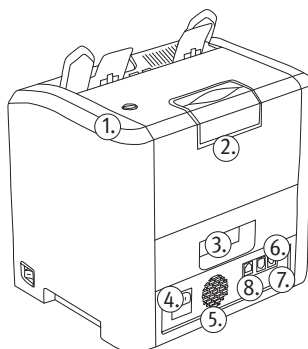
Getting Started

1. Place the machine on a flat and stable surface
2. Remove the protective film from the touchscreen
3. Connect and adjust the bill guides
4. Connect the power cable to the machine, and then a grounded outlet
5. Flip the power switch to the on position
6. The unit will perform a short self-test before displaying the default count screen

A Note About Feeding Bills

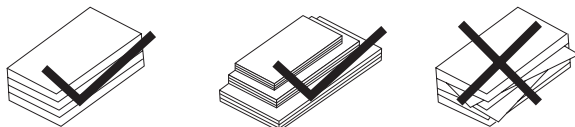Do not count damp, severely damaged, deformed or torn bills that may jam the machine:

Check bills for staples, paper clips, rubber bands and other debris that may cause jamming or counting errors:

Bills that are in uncirculated condition should be fanned before counting:

Place the bills into the hopper in an orderly fashion to prevent jamming:

Control Panel

rapidcount X500

1	2	3	0	Face/Ori
4	5	6	▲	Rj Report
7	8	9	▼	Rc Report
Speed	Print	S/N		

CURR   MODE   CLEAR   START

Press **CURR** to change the currency setting. Select your currency from the options displayed on the touchscreen. Adjust the bill guides accordingly.

Press **MODE** to change the operational mode. Select your counting mode from the options displayed on the touchscreen. There are seven modes available:

- **MIX CF:** Select this mode to count mixed denomination bills. After a stack of bills is counted, the display will show the total dollar value of the stack, the total number of bills counted, and a breakdown of each denomination counted. In this mode the count is restarted with each new stack of bills.
- **SDCV (X 500 only):** Select this mode to sort a stack of bills by denomination. When you run a stack of mixed bills through the machine, it will scan the first bill to determine its denomination, and then eject all bills of that denomination into the main stacker, while sending bills of other denominations to the reject pocket. Repeat this process with the reject stack until all denominations have been separated.
- **SDC CF (X 500 only):** This mode is similar to **SDCV,** with the added ability to sort a stack of bills by currency type (USD, EUR, GBP, etc), as well as denomination.
- **COUNT:** Select this mode to do a simple piece count. This mode is designed to count bills that have already been sorted by denomination, and will display the total number of bills counted, but not the value of the bills counted.
- **MIX ADD:** This mode is similar to **MIX CF,** except the count does not restart with each new stack of bills. Instead, each new stack counted is added to the grand total of the count session.
- **VAL BAT (X 500 only):** Select this mode to count bills into batches by value. Enter your desired dollar amount before counting, and the machine will pause the count when it reaches that amount. The machine will automatically resume the count when the batch is removed from the stacker.
- **MIX VA (X 500 only):** This mode is similar to **MIX CF,** with counterfeit bill detection disabled.

Control Panel (continued)

Press and hold CLEAR for three seconds to clear the current count session.
Press START to start or stop the count.

(X 500 only): Press and hold **0** for three seconds to activate Face sorting. Run a stack of bills though the machine while Face sorting is activated, and the stack will be sorted into two stacks, one face up and one face down, which can be combined to all face the same way. Press and hold **0** for another three seconds to activate Orientation sorting. When you run a stack of bills though the machine while Orientation sorting is activated, the stack will be sorted into two stacks, one with the face upside-down and one right side-up, which can be combined to all face the same way. Press and hold **0** for another three seconds to turn Face and Orientation sorting off.

- Press and hold **8** for three seconds to print your count results (RTP 300 report printer sold separately).
- Press and hold **9** for three seconds to print the serial numbers of the count (RTP 300 report printer sold separately).
- Press and hold **6** for three seconds to disable/enable the auto-start feature.
- Press and hold **7** for three seconds to adjust the speed setting. Select your desired speed from the options displayed on the touchscreen.

Setting Date/Time

1. Press and hold CURR for three seconds to enter the maintenance menu.
2. Press the arrow keys until **"TIME SET"** is highlighted, then press CURR to enter the clock menu.
3. Use the arrow keys to highlight the year, month, day, hour or minute, and use the numeric keypad to make any necessary changes.
4. Once the date and time are set, press CLEAR twice to return to the default count screen.

Error Messages

Error Message	Solution
Sensor Start	Error with the start sensor. Remove any bills from the hopper and clean the start sensor. Make sure there are no bills in the hopper when powering the machine on.
Sensor Stacker	Error with the stacker sensor. Remove any bills from the stacker and clean the stacker sensor.
Sensor RJ	Error with the reject sensor. Remove any bills from the reject pocket and clean the reject sensor.
Sensor RJ Block	Bills have jammed in the reject pocket. Open the reject pocket, remove any jammed bills, and press START.
Sensor RJ Position	The reject pocket is in the wrong position. Position the reject pocket properly.
Sensor POS2R	Problem with the POS2R sensor. Open the device and clean the POS2R sensor.
Sensor POS2L	Problem with the POS2L sensor. Open the device and clean the POS2L sensor.
Sensor POS3R	Problem with the POS3R sensor. Open the device and clean the POS3R sensor.
Sensor POS3L	Problem with the POS3L sensor. Open the device and clean the POS3L sensor.
Sensor DCT Block	Bills have jammed in the sorting area. Open the device, remove any jammed bills, and press START.

Technical Specifications

Technical Specifications	X 400	X 500
Supported Currencies	USD | EUR | GBP | CAD | MXN	USD | EUR | GBP | CAD | MXN | BRL | CRC
Hopper Capacity	500 Bills	500 Bills
Stacker Capacity	200 Bills	200 Bills
Reject Pocket Capacity	–	50 Bills
Counterfeit Detection	UV | IR | MG | MT | SD | CIS	UV | IR | MG | MT | SD | CIS
Speed	800 | 1000 Bills Per Minute	800 | 900 | 1000 Bills Per Minute
Optional Equipment	External Display | RTP 300 Printer	External Display | RTP 300 Printer
Power Supply	100 ~ 240V DC | 50/60Hz	100 ~ 240V DC | 50/60Hz
Dimensions	11" x 9.5" x 11.75"	11" x 10.25" x 12.5"
Weight	16.75 lbs	20.75 lbs

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